

Terms & Conditions For Assured Buyback Program

Enrolment

Eligibility Criteria

- **Eligible Laptop Models:**
 - The program is available only for select ASUS/ROG laptop models. The list of eligible laptops will be provided at the time of purchase.
- **Exclusions from the Program:**
 - Refurbished products and laptops purchased from ASUS Select stores are not eligible for this program.
- **Individual Purchase Requirement:**
 - The program is strictly for individual buyers. Business or bulk purchases do not qualify for enrolment.
- **Consumer Notebook Only:**
 - This program applies exclusively to Consumer Notebook products and does not cover Commercial Models.

Registration Process

- **Registration Timeline:**
 - Customers must register for the Assured Buyback Program at asuspromo.in within 30 days of purchasing their ASUS/ROG laptop.
- **Purchase Location Requirement:**
 - The program is only available for laptops bought at ASUS/ROG Exclusive Stores.
- **Payment Completion:**
 - Payment for the Assured Buyback (ABB) Program must be completed within the specified period after receiving the payment link.
- **Communication Channels:**
 - All program-related communication will be sent to the customer's registered email ID or via WhatsApp/SMS. Customers should check their spam folders for any messages.
- **Buyback Plan Activation:**
 - The Assured Buyback Plan will be activated once the payment is successfully received.
- **Invoice Issuance:**
 - Upon successful enrollment, an invoice will be sent by OneAssist via Email/WhatsApp/SMS.

Non-Transferability

- **Exclusive to Original Buyer:**
 - The Assured Buyback offer cannot be transferred and is only valid for the original purchaser.

Invoice Requirement

- **Invoice Requirement for Buyback:**
 - The original invoice (hard copy or soft copy) with the store's stamp and signature is mandatory for claiming the buyback.
 - Packaging is not required, but the invoice must be provided.

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Redemption

Buyback Window & Value Calculation

- **Buyback Window:**
 - The laptop must be returned between 91 days and 24 months from the purchase date.
- **Buyback Value Calculation:**
 - The resale value is determined based on the device's age from the invoice date.
- **Value Breakdown:**
 - 0 to 90 days: Not eligible
 - 91 to 365 days: Up to 45%
 - 366 to 730 days: Up to 40%
- **Condition-Based Evaluation:**
 - The final buyback value may vary depending on the device's condition.

Buyback Claim Process

- **Buyback Request:**
 - Raise a request via the OneAssist App after 90 days from the purchase date.
- **Device Verification:**
 - A thorough assessment will be conducted to check the laptop's condition.
- **Pickup Scheduling:**
 - Once verified, a pickup will be arranged for the device.
- **Voucher Issuance:**
 - Upon approval, customers will receive an Assured Buyback Value Voucher Code from OneAssist.

Device Condition Requirements

- **Device Functionality:**
 - The laptop must be fully functional and charged for quality verification.
- **Serial Number Check:**
 - Validation of the serial number is mandatory during pickup.

Deductions & Rejections

- **Surface Condition:**
 - Scratches or dents will result in a 10% deduction from the invoice value.
- **Screen Damage:**
 - Broken screens, dead pixels, or lines on the screen are not acceptable.
- **Missing Accessories:**
 - A ₹500/- deduction applies if original accessories (e.g., charger) are missing.
- **Unauthorised Modifications:**
 - Claims will be rejected if unauthorised modifications are detected.
- **Final Assessment:**
 - The buyback value may change after the physical quality check.

Redemption Of Buyback Value

- **Redemption Location:**
 - The voucher code can only be used at ASUS/ROG Exclusive Stores.
- **Non-Cash Benefit:**
 - The buyback value is only applicable for an ASUS/ROG laptop upgrade and cannot be redeemed for cash.

Buyback Validity & Expiry

- **Offer Validity:**
 - The Assured Buyback offer is valid for up to 24 months from the purchase date.
- **Buyback Period Expiry:**
 - Laptops cannot be returned once the buyback period has expired.

Buyback Validity & Expiry

- **Financial Responsibility:**
 - Customers must settle any outstanding EMI or financing payments, including contract termination fees, even after selling the device under the Program.

Program Modification

- **Program Policy Changes:**
 - ASUS reserves the right to modify or discontinue the Assured Buyback Program without prior notice.

How to Enroll for the Assured Buyback Program:

1. Visit the Official Website – Register at: <https://asuspromo.in/registration/redeem>
2. Complete the Registration Form – Provide required details and upload necessary documents.
3. Receive Registration Confirmation – A confirmation email will be sent upon successful registration.
4. Payment Link Submission – After validation, a payment link will be sent via Email, SMS, or WhatsApp.
5. Payment Confirmation & Invoice Generation – Once payment is successfully processed, an invoice will be issued by OneAssist.

How to Redeem for the Assured Buyback Program:

1. Download & Login to OneAssist App – Log in to start the redemption process. [Download the app.](#)
2. Select ASUS/ROG Exclusive Store – Choose where to redeem your Assured Buyback Voucher.
3. Device Check & Pickup Scheduling – Complete in-app diagnostics; OneAssist will schedule pickup.
4. Buyback Valuation & QC Report
 - No Discrepancies – Full buyback value is provided.
 - Discrepancies Found – Revised value offered; customers can accept or cancel.
5. Voucher Code Issuance – OneAssist issues the voucher upon successful verification.
6. Visit ASUS/ROG Exclusive Store – Present the voucher code at the store.
7. Verification & Laptop Upgrade – Upgrade to a new ASUS/ROG laptop at a discounted price.
8. Mandatory Government ID Submission – A valid ID is required for redemption.